

receives order information which is based on said ordering screen,

characterized in that said program code comprises at least code for a step of supplying said user an ordering
5 screen which contains a list of goods compatible with the equipment used by said user.

26. An information processing apparatus comprising
10 sending means for transmission to a terminal connected via a communications line, characterized in that display screen information containing an input field for entering ordering information of goods and an input field for entering collection information as to whether said goods be collected is sent to said terminal.

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27. The information processing apparatus according to Claim 26,

characterized in that said sending means sends said ordering information and said collection information from
20 a terminal which has received said display screen information, to a computer which manages the distribution of said goods.

28. The information processing apparatus according to
25 Claim 27,

characterized in that said display screen information contains information for use in setting the date on which

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said goods will be delivered, that said computer which manages distribution is a portable terminal owned by a deliveryman who delivers goods identified by said ordering information, and that said sending means sends said
5 ordering information and said collection information to said portable terminal according to said date entered and sent via a display screen based on said display screen information.

10 29. The information processing apparatus according to Claim 26,

characterized by further comprising:

storage means for storing said collection information sent, via said communications line, from a terminal which
15 has received said display screen information; and

estimation means for estimating expected collection quantity of said goods according to said collection information stored and accumulated in said storage means.

20 30. The information processing apparatus according to Claim 29,

characterized in that said storage means stores information about the average time required for said goods to be used up, and that said estimation means calculates
25 said expected collection quantity according to said average time information and said collection information.

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said information processing apparatus further comprises calculation means for calculating a collection rate, based on the order quantity of said goods identified by said ordering information sent from said terminal as well as on said collection performance information.

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characterized in that said goods include: toners; toner cartridges; consumable parts; and ink; and said